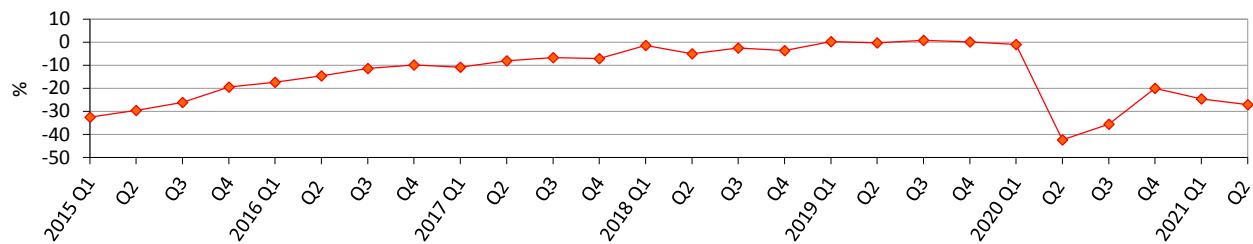
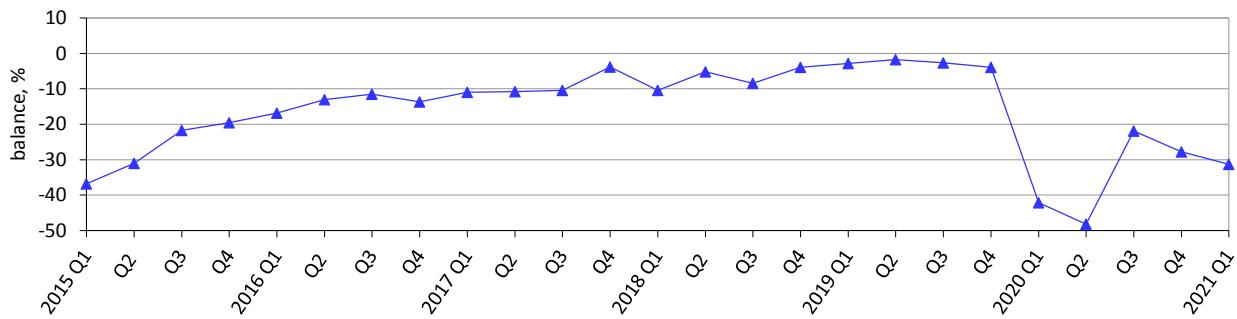


**Expectations of service enterprises
in II quarter 2021
regarding the development of their business activity**

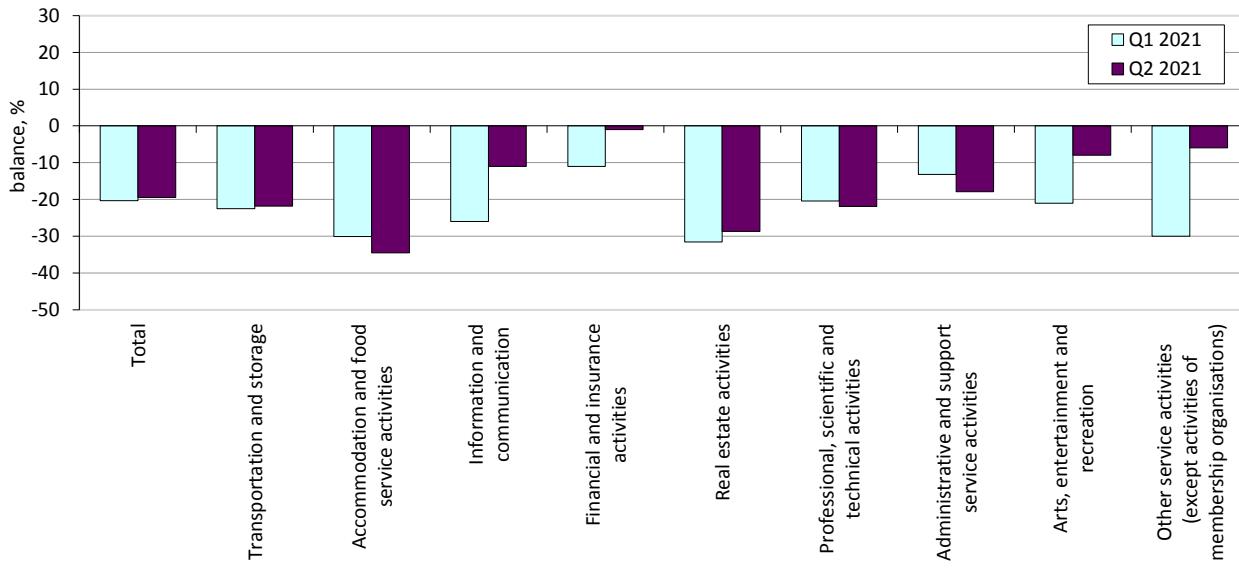
Services confidence indicator¹



**Assessment of business situation in services over the past 3 months
(seasonal adjustment)**



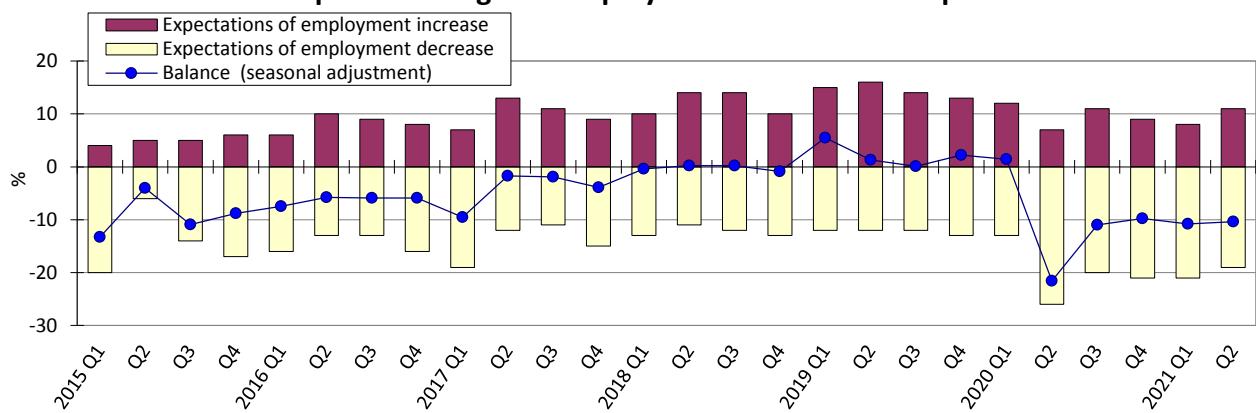
**Expected changes of demand on services (of turnover)
at service enterprises
(seasonal adjustment)**



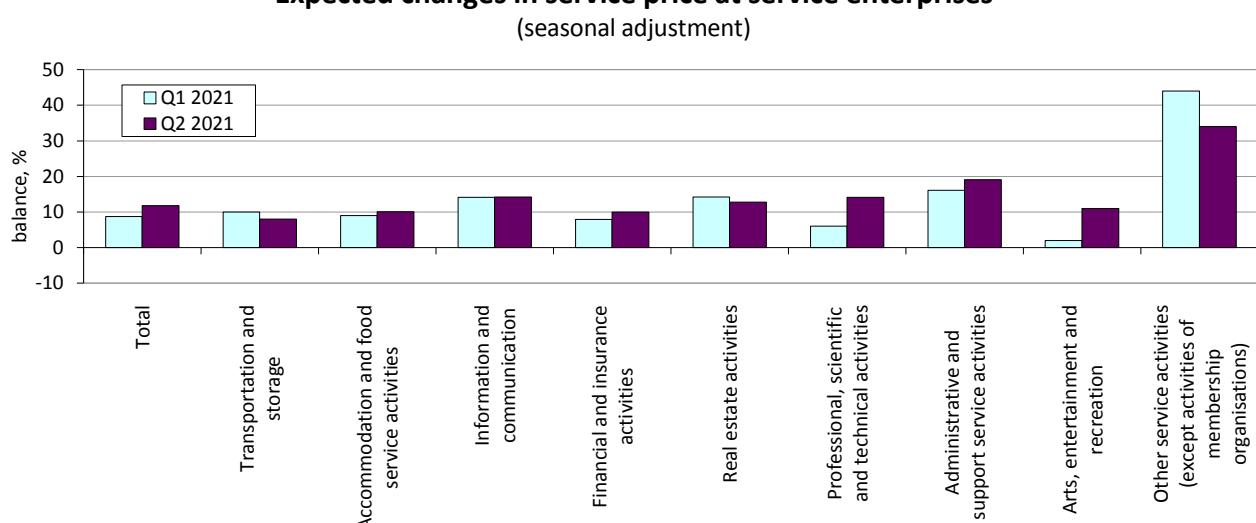
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

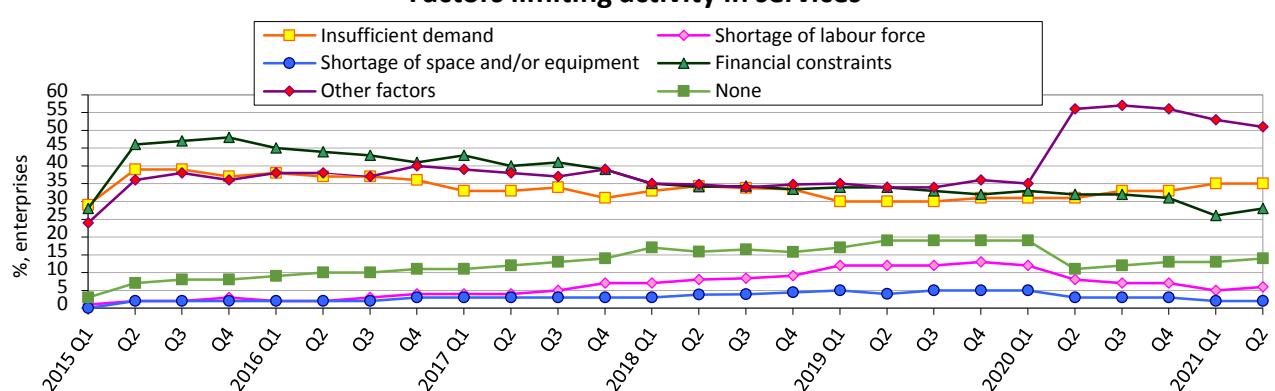
Expected changes in employment at service enterprises



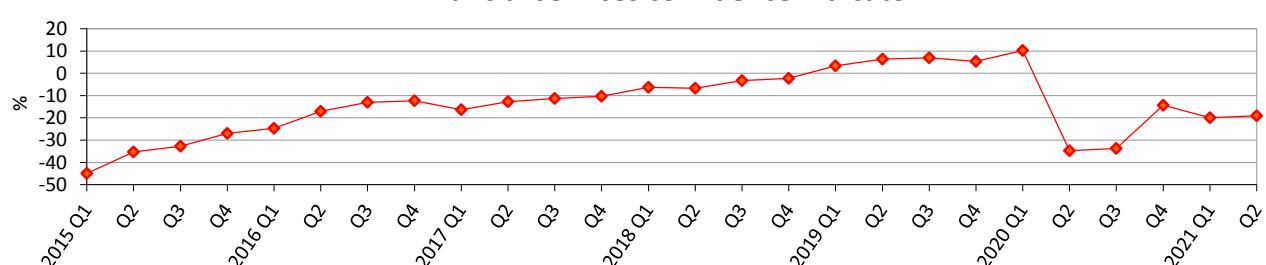
Expected changes in service price at service enterprises



Factors limiting activity in services

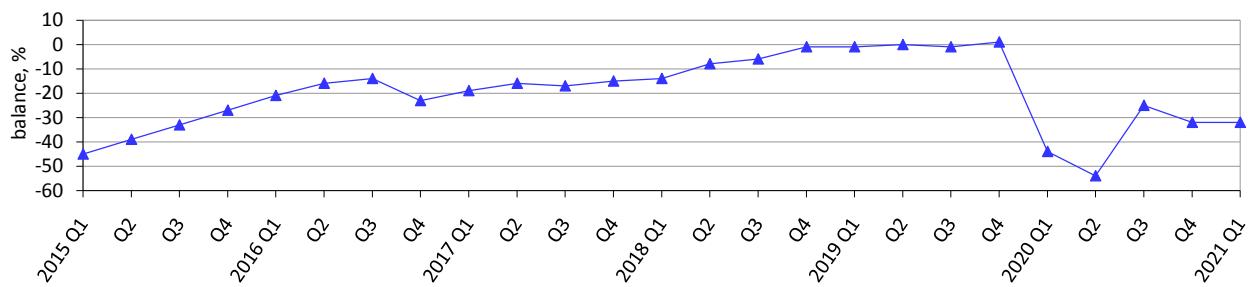


Financial services confidence indicator¹

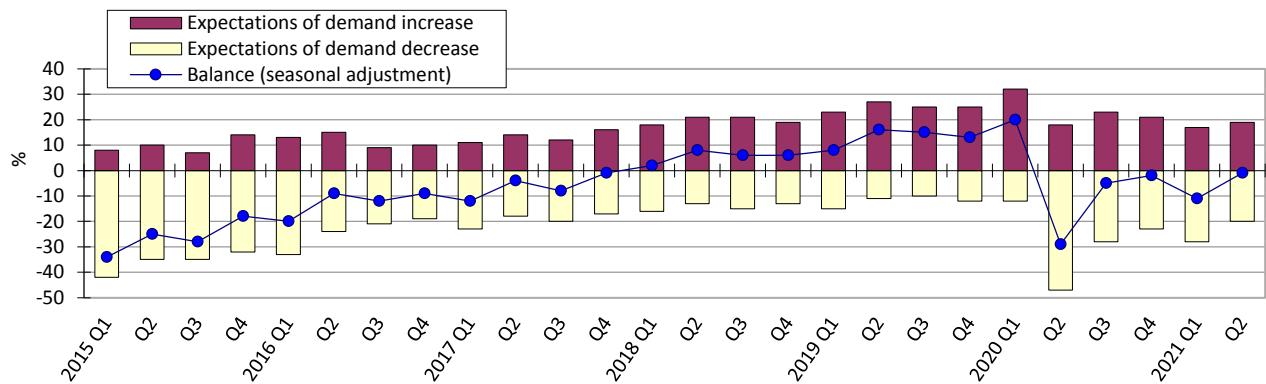


¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

**Assessment of business situation at financial service
over the past 3 months
(seasonal adjustment)**



**Expected changes in demand on services (of turnover) at financial service
enterprises over the next 3 months**



**Results of the survey of service enterprises
in April 2021**

(per cent of the total number of surveyed enterprises)

Services (sections H-N, R,S, except division 94 of KVED-2010)	Results of the survey of 1409 enterprises						
	How did your business situation develop in January-March 2021	improved	remained unchanged	deteriorated	no response	balance	
		8	50	42	0	-34	
How did change in January-March 2021:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	9	49	42	0	-33	-7	
employment	12	57	31	0	-19	3	
How do you expect to change over April-June 2021:	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	16	54	30	0	-14	15	
employment	11	70	19	0	-8	5	
service prices	17	77	6	0	11	-4	

Financial services (section K of KVED-2010)	Results of the survey of 157 enterprises						
	How did your business situation develop in January-March 2021	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2021, pp
		11	46	43	0	-32	0
How did change in January-March 2021:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	15	46	39	0	-24	-7	
employment	15	54	31	0	-16	-3	
operating income	24	34	40	2	-16	-19	
operating expenses	43	40	15	2	28	-13	
profitability	15	45	38	2	-23	0	
capital expenditure	13	65	20	2	-7	-16	
How did the competitive position develop in January-March 2021:	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2021, pp	
total	11	58	14	17	-3	-1	
in Ukraine	11	56	12	21	-1	1	
within the EU	2	31	4	63	-2	0	
outside the EU	2	31	4	63	-2	0	
How do you expect to change over April-June 2021:	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	19	61	20	0	-1	10	
employment	8	78	14	0	-6	-4	
service prices	16	78	6	0	10	0	
operating income	24	50	24	2	0	7	
operating expenses	38	53	7	2	31	0	
profitability	16	53	29	2	-13	9	
capital expenditure	16	74	8	2	8	7	
How do you expect the competitive position develop over April-June 2021:	improve	remain unchanged	deteriorate	no response	balance	change of balance over 1 quarter 2021, pp	
total	11	56	10	23	1	-3	
in Ukraine	11	57	8	24	3	-3	
within the EU	0	35	2	63	-2	-1	
outside the EU	0	35	2	63	-2	-1	